

## Gore Mutual adopts CSIO standards to enhance broker integration

At Gore Mutual, we are continuously innovating to strengthen partnerships with brokers and improve customer experiences. In line with our commitment to advancing automation in the insurance industry, we are pleased to announce the **adoption of the Center for Study of Insurance Operations (CSIO) eDocs standard, effective December 9, 2024.**

This initiative introduces 13 new CSIO document codes, replacing the limited set previously in use. To assist with this transition, we've created a [comprehensive guide](#) that maps the new codes to their earlier versions.

Many Broker Management Systems (BMS) will be updated automatically to reflect these new codes, and no action will be needed from the brokers.

### Streamlined integration with broker management systems (BMS)

The upgrade brings a universal system of three-letter document codes, enabling better integration with broker management systems (BMS). This enhancement is designed to improve efficiency for brokers and their clients by:

- Reducing manual processing through seamless system compatibility with Gore Mutual.
- Enabling brokers to deliver faster, more reliable service, allowing customers to access key documents like billing notices, renewals, and policy changes on demand.

This upgrade reinforces Gore Mutual's commitment to innovation and collaboration in the insurance industry. By aligning with CSIO eDocs standards, we're not just meeting industry benchmarks—we're delivering tangible value to our broker partners and their customers.

The implementation is designed to be seamless, but brokers are encouraged to verify that their systems recognize the updated codes after December 9. Should any issues arise, please contact [goresupport@goremutual.ca](mailto:goresupport@goremutual.ca). Together, we're paving the way for a more automated, efficient future in insurance.